

Dear Valued Customer,

In this time of uncertainty as a result of the COVID-19 Pandemic, we want you to know that Micropac remains open for business at all of our locations. As part of the Defense Industrial Base and deemed an essential business per recent Department of Defense and Department of Homeland Security memorandums, we are continuing to serve our customers while taking every precaution to provide a safe work environment for our employees and customers.

Micropac has been staggering some shifts and otherwise adjusting work schedules to maximize our capacity while adhering to recommended precautions such as social distancing. We have established and implemented a work from home provision where possible. We may ask for prioritization among projects and discuss acceptable completion dates, to make sure we can deliver to your needs while maintaining a safe work environment. Micropac will do our best to accommodate customer deliveries and request in a timely manner.

We have been working with our supply chain for several months and continue working to understand their unique situations and to ensure a safe and adequate supply of raw materials, supplies, and services. Our objective is to maintain a healthy inventory as we receive frequent delivery updates from our critical suppliers.

To ensure Micropac is meeting your needs, we encourage you to stay in close communication with us. Our Customer Response Managers are Carol Gilley (cgilley@micropac.com) and Greg Owens (gowens@micropac.com). We are interested to know about your relevant notifications regarding any essential / non-essential business designation and whether you may have sites that close.

Thank you for your business and we look forward to continuing to be your trusted provider. Please let us know how we can help support you and your business in this challenging time.

Regards,

Mark W King

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